



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb ReaganPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 51713Date: 5/4/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:      Karen Lee

Sheehan

Account Name:      Timothy and Karen SheehanHome: (000) 000-0000Street:      [REDACTED]Work:City:      SedonaCBR:State:      AZ      Zip: 86341is:Utility Company:      Arizona Public Service CompanyDivision:      ElectricContact Name:      For assignmentContact Phone: (602) 000-0000Nature of Complaint:

\*\*\*\*E-01345A-05-0816\*\*\*\*

Received following correspondence from customer -

April 25, 2006

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington  
Phoenix, AZ 85007

AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 MAY -4 P 4:27

RECEIVED

Re: APS-Document #E-01345A-05-0816

Dear Commission Members:

We can understand a reasonable rate increase, but the result of a sudden 20% would be a public disaster, and certainly highly unreasonable.

We, too, need a 20% increase in our income, but we are not about to get it. We suggest that, after receiving a reasonable increase, APS can do what we are doing-

- 1) look deeply into its operations for areas of duplicate expenses to eliminate.
- 2) Ask themselves why a monopoly needs to spend so much time and money on TV and radio advertising;
- 3) analyze what "necessary expense" is not really necessary;
- 4) Find areas in which employee duties can be reduced or eliminated, and reduce the payroll by attrition or early retirement-spreading the workload

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5) Reduce support of athletic teams or individuals, and reduce donations (in the end, these are made with "our" money-let us donate our own money.)

These are the kinds of economizing we are doing, (it's called self-discipline) and we often surprise ourselves at how possible it is to identify over-budgeting and waste, and still function efficiently. So can APS!

We hear APS already has received an emergency rate increase, and we would hope that their total increase should be well under 10%.

We expect the Commission to be fair, but that includes a call for disciplined spending by APS.

We work, so probably will not be able to attend the October 10th hearing. But we promise to be watching the result very carefully!

Yours sincerely,

Karen Lee Sheehan

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Customer comments entered for the record and with the Docket in this case. Responded to customer with the following -

RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-05-0816

Dear Mr. and Mrs. Sheehan:

Your letter regarding the Arizona Public Service Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll-free at 800-222-7000.

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

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Date Completed: 5/4/2006

Opinion No. 2006 - 51713

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